INFORMATION LINK

Information Services Division

Telecommunications

RECALL ON 2616D TELEPHONES
Jim Gaarder

Over the last few weeks, some customers experienced a problem reading the display on their 2616D telephones. Information Services Division (ISD) discovered that Nortel issued a recall on this problem several years ago. Because of the recall, the displays are being replaced for the State of ND by Nortel through our distributor, US West. ISD has either replaced or is in the process of replacing over 100 displays. If you experience a problem with your display, please contact your telephone coordinator to report it to ISD.

METRO AREA FIBER PROJECT
Jerry Fossum

In 1995, US West informed ISD that they would no longer be able to supply us with fiber optic cable between the Capitol and the Bank of North Dakota (BND). The fiber optic cable was necessary to allow the BND's check processing system to use the mainframe computer at the Capitol.

While we were searching for alternatives, we discovered that Montana Dakota Utilities (MDU) planned to install fiber optic cable to connect several of their office buildings in Bismarck.

By forming a partnership with MDU, we were able to come up with a plan to connect ten major State Government locations in Bismarck to the State Capitol using fiber optic cable installed by MDU.

The state's cost to accomplish this was about the same amount we had been paying US West just to connect BND. At this time, the Land Department, Job Service North Dakota, Bank of North Dakota, Workers Compensation Bureau, Department of Transportation-Bismarck District Office, and Economic Development and Finance are connected to the Capitol on fiber optic cable from MDU. We should have the State Penitentiary, Consolidated Labs, Environmental Health, and Fraine Barracks connected by the end of the year.

This has been a win-win project for MDU and State Government. The State of North Dakota has been able to improve communications to ten major locations in Bismarck at no additional cost and the revenue MDU received has paid for a share of the cost for them to connect their buildings in the city.

ISD will pursue this kind of partnership with the private sector whenever there is value to State Government. ISD thanks MDU for their willingness to work with State Government and all their hard work on this project.

Computer Support Services

FAXGATE SERVER INSTALLED
John Lardinois

ISD has installed a fax server that will enable users to send job output from the IBM mainframe as a facsimile to any office fax machine. The Faxgate server, from Teubner and Associates, is a high-end PC running the IBM OS/2 "Merlin" operating system. Faxgate is a solution for electronically sending and receiving faxes in high-volume, production applications. ISD's current configuration is capable of sending 60 pages per hour with the potential for double that output with a license upgrade.

The Faxgate is defined as a remote printer to the mainframe using SNA communications. Jobs routed to this 'printer' are stored on the Faxgate machine and then sent to the OS/2 Faxworks application running concurrently in the background. Embedded transparent codes placed within the job from the mainframe tell Faxgate where to send the facsimile document.

WORD FOR WINDOWS TIPS
Esther Norgard

The Smart Quotes feature usually curls quotation marks in the correct direction, by looking for a space, paragraph mark, or tab preceding a left quote. However, sometimes we need to put an apostrophe in front of a number or word, as in Class of '97. "97" is preceded by a space, so Word assumes (in versions 6 and 7) it needs an opening quotation mark ('97). Version 8 got smarter and converts it automatically. In versions 6 and 7, to manually force a quotation mark to be an apostrophe instead of an open quote, hold the Control key down and press the apostrophe twice. This produces an apostrophe even at the beginning of a word.

In versions 6, 7, and 8, there are some handy keyboard commands that may save some time for tasks as basic as changing the size of text. To increase the size of selected text one point at a time, press Ctrl+]. To decrease the font size by a

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point, press Ctrl+[.

With a normal installation of Word8, users may find that the Insert key no longer works. Apparently, the feature was omitted from this version, and many people have gone to a lot of trouble to write complex macros to solve the problem. An easier way to regain the ability to toggle between Insert and Overstrike is to map the Insert key to the command called Overtype.

1. Right-click the menu bar or toolbar and choose Customize.
2. Click the Keyboard button.
3. Categories: All commands.
4. Commands: Overtype.
5. In "Press new shortcut key:" box, press the Insert key
6. Click Assign, then Close.

This change will be saved in the Normal.dot template, so be sure to answer "Yes" when the program asks if you want to save changes to the normal.dot template the next time you close Word.

VISUALINFO MIGRATION
Deb Gienger

VisualInfo is the latest release of IBM's ImagePlus product line. Recently, ISD migrated the Retirement and Investment Office (RIO) and Department of Human Services (DHS) from ImagePlus to VisualInfo.

VisualInfo is a client/server imaging system for storing and retrieving document objects on multiple platforms. The system consists of one or more clients connected to one library server and one or more object servers. The components can consist of OS/2 or Windows clients connected to OS/2, AIX, or MVS/ESA servers, where the objects are stored and indexed. In the near future, we are planning a workshop to cover the product in more detail and the process for implementing an imaging solution.

DOES YOUR AGENCY HAVE AN E-MAIL ADDRESS?
Gary Vetter

To increase the effectiveness of E-Mail, ISD is asking all state and local agencies to create an *info-account*. An *info-*

account is nothing more than an E-Mail address that specifically identifies your agency. For example, ISD's *info-account* is "isd@pioneer.state.nd.us".

The concept behind *info-accounts* stems from the telephone system. Many agencies in the state's telephone directory list a number for "information." It allows people to contact a particular office without requiring them to know its internal structure. *Info-accounts* will do for E-Mail what switchboard numbers have done for the telephone.

Adding *info-accounts* to telephone and E-Mail directories will make agencies more accessible. Some additional benefits include:

- *Info-accounts* provide agencies with an E-mail address to include on letterhead, newsletters, and other publications.
- Agencies with *info-accounts* are given the opportunity to respond to "feedback" that comes from the state's World Wide Web home page.
- Agencies can use their *info-account* to gather "feedback" from their own World Wide Web pages.
- A distribution list called "info@pioneer.state.nd.us" has been created for sending information to all state agencies. Agencies with an *info-account* will receive messages from this list.

For a list of agencies that have already set up *info-accounts*, refer to the "E-Mail" section of the North Dakota Government Telephone Directory. If your agency is not listed, please contact ISD to establish an *info-account*.

Records Management

FILING PERSONNEL RECORDS
Becky Lingle

As a follow up to July's article on the Open Records Law, this article will attempt to answer some questions ISD Records Management has received regarding the filing of personnel records.

1. **Do an employee's medical records need to be filed in a separate file from the personnel file?** No. The law does not require that files be kept in any particular manner. The important thing is that when a person wants to review an employee's file, the person is given all the information that is open and none of the information that is confidential or closed. NDCC 44-04-18.1
2. **Is there a recommended procedure for agencies to follow when they receive requests for personnel information?** No, there is not a standard procedure for disclosing information, but there are some recommendations. The agency must maintain a record of access for personnel records (NDCC 54-06-21). The records must be provided within a reasonable amount of time. Requests may be made any time during regular office hours. The requester is entitled to access and obtain a copy of open records. The agency must remove all closed or confidential information.
3. **What should an agency do when a record contains both open and closed or confidential information?** If a record has both open and confidential or closed information, the agency should photocopy the record and then black out the confidential or closed information. To ensure the requester will not be able to determine what has been blacked out, it may be necessary to photocopy again and provide the last photocopy to the requester and shred the copy you originally blacked out.
4. **Is there a recommended practice for filing personnel records?** No. ISD Records Management recommends that agencies file confidential information in a separate pocket or folder within the personnel file.

If you need assistance with your personnel files, please contact ISD Records Management at 328-3585.

SOFTWARE SERVICES REORGANIZES
Vern Welder

In July, ISD changed its organizational structure. Part of the reorganization combined mainframe systems development and client/server systems development. Our software development group is now called Software Services.

With the reorganization, we combined various software development specialties within the software development teams. Previously, our mainframe programming teams consisted of a team leader, programmers, and programmer/analysts. Now, our software development teams consist of a team leader, mainframe programmer/analysts, systems analysts, WWW developers, and client/server developers. Team personnel assignments are based on the needs of agencies, and some assignments are made to assure that teams have the opportunity for knowledge transfer within their staff.

The reason for combining specialties within software development teams was to provide customers one point of contact for software development issues. The line between client/server applications and mainframe applications has become fuzzy as some applications require both client/server and mainframe technology. Now customers don't have to decide whether they should call the client/server group or their programming team leader. Team leaders are the first point of contact for software services.

The three teams that support the Department of Human Services and the Insurance Department are managed by Doran Eberle. All other agencies' teams plus the Year 2000 team are managed by Marlys Jangula.

YEAR 2000 AND YOUR PC
Sam Stoxen

MYTH! The year 2000 problem will only be a problem on the mainframe and will never involve my PC. Your PC may have problems at the start of the year 2000.

ISD is making programming changes on the mainframe to be year 2000 compliant. That alone is not enough to allow you to sit back and wait for the new millennium. The PC year 2000 problem is being overlooked by most people. A British government year 2000 task force recently was quoted in a <u>Midrange Systems</u> article as saying, "93 percent of PC's built before this year did not meet Year 2000 compliance. Of this year's models, 47 percent still failed." This means that almost every agency in North Dakota state government will have some kind of problem with PC hardware. Problems with software will be discussed at a later date.

What is the history of the year 2000 PC problem? The problem started with a poor design for the PC in 1984. Any piece of software that uses the system date on the computer will start having the problem on January 1, 2000. The system date will be reset to 00. The computer may add a 19 to the front of it and make it January 1, 1900. The computer knows that computers weren't invented yet and moves the date to something that it understands. The next time the computer starts, it displays a date it thinks you will understand and usually chooses January 4, 1980. This problem is compounded by the fact that some programs don't use the shown computer date but go to the PC hardware itself for the corrected date of January 1, 1900.

Confused? Well let's see if there is a way to test or even correct the problem to make the PC's in your agency compliant with the year 2000.

<u>Test # 1</u>
Set the date on your PC to December 31, 1999 at 23:59 and turn off the machine. Wait several minutes and turn the machine back on. Check the date. What is it?

If the date is in the 1994 to 1999 range, then you need a BIOS upgrade. Call the company you purchased the PC from.

If the date shows up in the hardware as January 1, 1900 or January 4, 1980, then you need a fix to the system for the year 2000.

Remember to reset the computer to the current date and time.

In the ISD Desktop Support Area, Bill Laber tested several old Gateway computers (33 Mhz PC's) that were in the former ISD classroom. He found that all of the PC's reset the date to January 4, 1980. They would need to be fixed to roll over correctly.

Remember, there is a software utility that is available from http://www.rightime.com/ that can fix the BIOS date/time problem on most machines. This is available to individuals, but organizations must contact the manufacturer for price information. The easiest and cheapest fix may be to go to every PC and just set the date to one after January 1, 2000 when the time comes. When Bill Laber tried this he had no problems with the computers keeping a date after 2000. Remember, you need to have all PC's checked.

<u>Test #2</u>
Leave your PC on with the date and time set at December 31, 1999 at 23:59. If the system does not roll over to 2000, you need a BIOS upgrade. This is a translation test to see if the PC can handle the year 2000. Al Veit in ISD tried this test on several new PC's and found that all of them rolled over to the year 2000. If your PC will not flip over to the year 2000, you need a BIOS fix from the computer manufacturer.

Again, remember to reset the computer back to the current date and time.

Remember, some PC's can handle the 2000 problem by simply setting the date as January 2, 2000. The PC should run normally with the reset date, but some may not. The date may be displayed incorrectly in the Windows File Manager. This does not mean that the PC has a

hardware problem. Check it in DOS.

The year 2000 is a leap year. There is a Feb. 29, 2000. Almost all PCs are smart enough to display this date. Do not spend a lot of time on this situation. There are testers that are being advertised to test specifically for this type of problem. Pay the money if you like, but it probably is not necessary. Several sites on the Internet and several magazine articles have said that this will not be a problem.

Several software manufacturers have software to test for the year 2000 problem. Many of the products are free. There are several companies that sell software to fix the PC to make sure it is year 2000 compliant.

Microsoft has recommended that everyone upgrade to Windows NT or Windows 98 to get around the problem.

Contact Sam Stoxen at 328-4325 for more information.

INFORMATION TECHNOLOGY PLANNING
Jim Heck

The Information Services Division (ISD) is required to create a statewide Information Technology Strategic Plan which will be distributed to members of the Legislative Assembly. In order for ISD to compile a statewide plan, each agency, institution, or department, including institutions under the control of the Board of Higher Education, shall prepare an information technology strategic plan subject to approval by ISD. The agency plan must be submitted to ISD and the Legislative Council by January 15 of each even numbered year. The agency plan must be prepared based on guidelines developed by ISD and provide information about the agency's information technology goals and objectives for the next five years. Each agency must also prepare its budget request for the next biennium based on its information technology strategic plan.

ISD has prepared a planning guideline which has been distributed to agency heads. It is also available on the ISD web page along with a list of frequently asked questions and responses. Forms can be downloaded from our web page or we can mail a copy of them on a diskette.

On October 14, 1997, ISD is scheduling two separate training sessions. We will go through the planning process using a model agency as an example. More information about the training sessions will be mailed to agency heads and technology coordinators shortly. The information will also be posted on our web page.

The information technology strategic planning requirements were in HB 1034 which was passed by the Fifty-fifth Legislative Assembly. This may require a significant effort and agencies are urged to begin their planning process as soon as possible. Our office is available to meet with agencies to assist them with the planning process. Contact Nancy Walz, Dennis Klipfel, or Jim Heck at 328-3190 for assistance.

1997 PERFORMANCE MEASURE SURVEY RESULTS
Mike Ressler

ISD has completed the compilation of the annual performance survey responses. The number of agencies returning the questionnaire was above average. We appreciate the efforts of all those who invested time in completing the survey forms. We evaluate every response and try to implement the changes our customers request. Unfortunately, some of the requests can't be met because of the limited resources in ISD, but help us formulate plans for providing the service in the future. Many of the survey forms with negative comments were not signed. We strongly encourage our customers to sign their survey forms so we can improve in these areas. Many times the comments require us to gather additional information, but we are unable to do so because the agency returning the form is not identified. Following are the survey results:

INFORMATION SERVICES DIVISION
PERFORMANCE MEASURE SURVEY FOR FISCAL YEAR 1997
(VS = Very Satisfied   S = Satisfied   D = Dissatisfied   VD = Very Dissatisfied)

RECORDS MANAGEMENT (RM)	VS	S	D	VD
How satisfied are you with the professionalism and courtesy of the Records Management staff?	19	13		
How satisfied are you with the level of knowledge of the Records Management staff?	17	15		
How satisfied are you with the timeliness of work done by the Records Management staff?	14	18		
How satisfied are you with the quality of work done by the Records Management staff?	13	18	1	
What is your overall level of satisfaction with the services provided by the RM staff?	13	18		

INFORMATION RESOURCE CENTER (IRC)	**VS**	**S**	**D**	**VD**
How satisfied are you with the professionalism and courtesy of the IRC staff?	13	11	5	
How satisfied are you with the level of knowledge of the IRC staff?	8	18	3	
How satisfied are you with the timeliness of work done by the IRC staff?	7	15	6	1
How satisfied are you with the cost of the IRC staff?	4	19	5	
How satisfied are you with the quality of the work done by the IRC staff?	6	19	4	

APPLICATIONS DEVELOPMENT	**VS**	**S**	**D**	**VD**
How satisfied are you with the professionalism and courtesy of the App. Dev. staff?	14	8		
How satisfied are you with the level of knowledge of the Mainframe App. Dev. staff?	9	13		
How satisfied are you with the level of knowledge of the Client/Server App. Dev. staff?	8	10	2	
How satisfied are you with the timeliness of systems developed by the App. Dev. staff?	4	17	1	
How satisfied are you with the quality of the systems developed by the App. Dev. staff?	5	15		
How satisfied are you with the cost of the systems developed by the App. Dev. staff?	2	17	1	

DATA PROCESSING OPERATION (DP)	**VS**	**S**	**D**	**VD**
How satisfied are you with the professionalism and courtesy of the DP Operations staff?	14	9	1	
How satisfied are you with the response time on the central computer?	9	14		
How satisfied are you with the cost of using the central computer?	3	16	2	2
How satisfied are you with the quality and availability of central computer processing?	6	15		1
How satisfied are you with the timeliness of work from the section?	10	14		
How satisfied are you with the cost of the Micrographics Section?	3	9	1	
How satisfied are you with the quality of the Micrographics Section?	5	8		

CUSTOMER SERVICE SUPPORT SECTION	**VS**	**S**	**D**	**VD**
How satisfied are you with the professionalism and courtesy of the Customer Service staff?	15	11	1	
How satisfied are you with the availability of contacting someone from Customer Service?	12	12	3	
How satisfied are you with the timeliness of receiving responses from Customer Service?	10	14	3	
What is your overall level of satisfaction with Customer Service Support Section?	12	13	1	1

TELEPHONE SERVICES	**VS**	**S**	**D**	**VD**
How satisfied are you with the professionalism and courtesy of the telecommunications support staff?	20	14		1
How satisfied are you with the level of knowledge of the telecommunications support staff?	19	14	1	1
How satisfied are you with timeliness of work done by the telecommunications support staff?	18	16		1
How satisfied are you with the cost of telephone services?	8	26	1	
How satisfied are you with the quality of telephone services?	12	23		
How satisfied are you with the cost of long distance/800/calling card services?	13	20	2	
How satisfied are you with the quality of long distance/800/calling card services?	11	22	1	
What is your overall level of satisfaction with the telephone services?	13	21		

WIDE AREA NETWORK SERVICE	**VS**	**S**	**D**	**VD**
How satisfied are you with the professionalism and courtesy of the technical support staff?	14	14	1	
How satisfied are you with the level of knowledge of the technical support staff?	14	13	1	
How satisfied are you with the performance and speed of the wide area network?	7	19	1	
How satisfied are you with the cost to access the wide area network?	4	14	7	1
How satisfied are you with the timeliness of technical support for the wide area network?	8	17	3	
How satisfied are you with the quality of work done by the technical support staff?	9	19	1	
What is your overall level of satisfaction with the wide area network service?	8	19	1	

ISD EMPLOYEE PROFILE

Name: Dan Sweep

Job Title: Programmer/Analyst III

Job Responsibilities: Analyze, design, and construct client/server computer applications.

Years of Service: 8

Professional Activities: Member, Association of Information Technology Professionals.

Educational Background: 1988, Bachelors Degree in Computer Science, Minot State University.

Who do you consider to be your customer? Any state agency that requires client/server technology. Currently, I am working on the RESPOND Project for Human Services.